



# KHALID SAEED

## HOSPITALITY PROFESSIONAL

MOBILE: +971 50 295 6661  
EMAIL: KHALID.SAEED6661@GMAIL.COM  
ADDRESS: DUBAI, UAE

### PROFILE

Well established Hospitality professional with 21 years of experience in hotel industry. An effective Leader and team player, Sales driven with proven record of business growth. Great attention to detail, problem solving and analytical skills in strategic level of hotel operations. Demonstrable aptitude in decision-making.

Throughout the years of experience, I have built an exceptional capability with budgeting, analyzing P&L, putting action plans, driving revenue overall the hotel, controlling cost and expenses, the purpose is to secure owner's priority and make sure that the targeted profit is being achieved consistently.

I have a great focus on customer feedback to make sure all comments and concerns shared are being addressed and sorted to the customer satisfaction in professional manners. This is a corner stone in building loyalty and long term relation with customers.

### ACHIEVEMENTS

21 years of increasing responsibilities in the hospitality industry, including overseeing management of multiple departments working with more than 30 different nationalities.

Developed and managed all Hotel sections efficiently with long term planning and setting the right base. Managed more than 700 employees at a time.

#### Revenue Management

Prepare quarterly and yearly forecasts. Assisting in Revenue management meetings, forecasting occupancy and maximizing revenues through appropriate channels, including reservations.

### CAREER SUMMARY

#### General Manager

Al Habtoor Polo Resort & Club, Dubailand  
May 2020 - 1st April 2021

#### Hotel Manager

Habtoor Grand Resort, Autograph Collection  
Hotels by Marriott (Beach Resort)  
October 2014 - May 2020

#### General Manager

Metropolitan Hotel Deira (City Hotel)  
March 2012 - October 2014

#### Resident Manager

Metropolitan Hotel Dubai (Sheikh Zayed Road)  
January 2012 - March 2012

#### Room Division Manager

Metropolitan Hotel Dubai (Sheikh Zayed Road)  
September 2009 - December 2011

#### Front Office Manager

Task Force, in-charge of entire Rooms Operation  
Metropolitan Palace Hotel (Diera)  
March 2009 - August 2009

#### Front Office Manager

Metropolitan Hotel Dubai & Metropolitan Suites  
January 2007 - March 2009

#### Senior Assistant Front Office Manager

Habtoor Grand Resort, Jumeirah, Opening Team  
October 2005 - December 2006

#### Assistant Front Office Manager

Metropolitan Hotel Dubai (Sheikh Zayed Road)  
December 2003 - October 2005

#### Night Manager

Metropolitan Hotel Dubai (Sheikh Zayed Road)  
October 2002 - December 2003



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### AWARDS

#### 2010

##### **Best Head of Department**

Habtoor Hospitality

Awarded by Habtoor Hospitality and Hotel General Manager as the **Best Head of Department** of the year due to an outstanding performance and best contribution to the Hotel success.

#### 2009

##### **Chairman Award winner**

##### **Service Ambassador Award**

Habtoor Group

Winner of Chairman Khalaf Al Habtoor Award for Category of **Service Ambassador Award** for outstanding Guest Service and improvement of Guest Satisfaction.

**20 years'** service certificate from Habtoor Hotels

**15 years'** service certificate from Habtoor Hotels

**10 years'** service certificate from Habtoor Hotels

### TRAININGS

#### **Foundation of Leadership**

Marriott International, 2018

#### **Seven Habits of Highly Effective People**

Marriott International, 2018

#### **Inside Out Coaching**

Marriott International, 2017

#### **Leadership & Development**

Higher Colleges of Technology, Dec 2007

#### **Sales, Marketing & Negotiating Skills**

Higher Colleges of Technology, Nov 2007

#### **Protocol & Business Etiquette**

Higher Colleges of Technology, Oct 2007

#### **Executive Grooming & Business Image**

Higher Colleges of Technology, Sep 2007

#### **Time Management**

Higher Colleges of Technology, Aug 2007

#### **Communication & Presentation Skills**

Higher Colleges of Technology, Jul 2007

#### **Goal Setting**

Higher Colleges of Technology, Jun 2007

#### **Motivating Self & Others**

Higher Colleges of Technology, May 2007